

BEFORE THE  
POSTAL REGULATORY COMMISSION  
WASHINGTON, D.C. 20268-0001

ANNUAL COMPLIANCE REVIEW, 2015

Docket No. ACR2015

RESPONSES OF THE UNITED STATES POSTAL SERVICE TO  
QUESTIONS 1-4 OF CHAIRMAN'S INFORMATION REQUEST NO. 18

The United States Postal Service hereby provides its responses to the above-listed questions of Chairman's Information Request No. 18, issued on March 3, 2016. Each question is stated verbatim and followed by the response.

Respectfully submitted,

UNITED STATES POSTAL SERVICE

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**RESPONSE OF THE UNITED STATES POSTAL SERVICE  
TO CHAIRMAN'S INFORMATION REQUEST NO. 18**

1. The Postal Service explains that goals for the Postal Pulse survey are based in part on the "number of business units participating in action planning...."<sup>1</sup> The Postal Service defines business unit "as a postal manager at or above the EAS-18 grade level and his/her team employees. There are approximately 18,000 business units system-wide."<sup>2</sup>
  - a. Please provide the percentage of total Postal Service employees who work in a business unit. Please identify the categories of employees who do not work in a business unit, if any.
  - b. Please confirm that the FY 2015 target for the number of business units participating in action planning is 9,000. If not confirmed, please provide the FY 2015 target.
  - c. Please confirm that the FY 2016 target for the number of business units participating in action planning is 18,000. If not confirmed, please provide the FY 2016 target.

**RESPONSE:**

- a. All postal employees work within a business unit.
- b. Confirmed.
- c. Confirmed.

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<sup>1</sup> See Responses of the United States Postal Service to Questions 1-6 of Chairman's Information Request No. 3, January 21, 2016, question 5.b.

<sup>2</sup> See Responses of the United States Postal Service to Questions 13-15 and 19 of Chairman's Information Request No. 13, February 26, 2016, question 15.b.

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2. The Postal Service states that the Postal Pulse survey is better than the Voice of the Employee (VOE) survey because it includes "actionable items." FY 2015 Annual Report at 18.
- a. Please identify the actionable items on the Postal Pulse survey.
  - b. Please explain how the Postal Service will convey and implement these actionable items for employees and managers that do not work in a business unit.

**RESPONSE:**

- a. The twelve items listed in response to ChIR 15 Question 3(b) are all actionable.
- b. Not applicable. See the response to ChIR 18 Question 1(a).

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3. The Postal Service states that as part of its FY 2016 performance plan, it will “change management initiatives to help increase employees’ overall understanding of the purpose of employee engagement and the benefits to them and the organization.” FY 2015 Annual Report at 19. Please identify which management initiatives will be changed and explain how they will be affected.

**RESPONSE:**

The term “change management initiatives” in the Annual Report refers to an approach to transitioning individuals, teams and organizations to reshape how a business operates. A major change management initiative is currently underway to appoint and train Engagement Ambassadors who will, in turn, train all managers and supervisors on employee engagement.

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4. The Postal Service states: "For FY2015, the national wait time in line average was 2 minutes, 36 seconds versus the prior year of 2 minutes, 24 seconds...." FY 2015 Annual Report at 32. Library Reference USPS–FY15–33 lists "2 minutes, 36 seconds" as the average customer wait time in line for both the FY 2015 national average and the FY 2015 quarter 4 average.<sup>3</sup> Similarly, in Docket No. ACR2014, Library Reference USPS–FY14–33 lists "2 minutes, 24 seconds" as the average customer wait time in line for both the FY 2014 national average and the FY 2014 quarter 4 average.<sup>4</sup>
- a. Does the Postal Service use the fiscal year quarter 4 average wait time in line as the fiscal year national average wait time in line?
  - b. If the response is yes, please explain how the fiscal year quarter 4 data accurately reflects the fiscal year national average wait time in line.
  - c. If the response is no, please explain how the Postal Service calculates the fiscal year national average wait time in line.

**RESPONSE:**

a.-c. The Postal Service does not use data collected only during quarter 4 for average wait-time-in-line as the fiscal year national average. The fiscal year calculation is based on averaging the wait-time-in-line for all shops completed in the fiscal year (Total Shops WTIL / Total Number Shops). The quarterly values shown in the WaitTimeInLine FY2015 Excel file in folder USPS-FY15-33 are actually Year-to-Date values for each respective quarter. Consequently, the Quarter 4 YTD value is also the annual value.

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<sup>3</sup> See Library Reference USPS–FY15–33, December 29, 2015, revised February 3, 2016, Excel file "WaitTimeInLineFY2015.xlsx," tabs "Natl Avg Wait" and "Quarter Avg Wait Natl."

<sup>4</sup> See Docket No. ACR2014, Library Reference USPS–FY14–33, December 29, 2014, Excel file "WaitTimeInLineFY2014.xls," tabs "Natl Avg Wait" and "Quarter Avg Wait Natl."